TEMPO ESSENTIALS

Tempo is TouchTunes' all new, state-of-the-art operator route management tool, offering a wide array of capabilities to increase operator efficiency and self-sufficiency, jukebox uptime, revenues, and customer satisfaction.

USA: *https://tempo.touchtunes.com* • **CANADA: *https://tempo-ca.touchtunes.com***

BENEFITS

MOBILE OPTIMIZED

Tempo is a mobile-optimized web tool with a responsive design. This means that you can quickly and easily use all that Tempo has to offer on your tablet or smartphone while on the go. This allows technicians and collectors who are not in the office to play a bigger role in route management, and greatly increases overall operator efficiency.

DRIVES JUKEBOX REVENUE & UPTIME

Tempo gives you real-time visibility to the status of your entire TouchTunes fleet. You can see at a glance which jukeboxes are powered off, paused, offline, idle or playing. This enables you to have educated conversations with your venues to rectify those with unfavorable behavior, especially during peak hours. You also have the ability to take immediate action by remotely powering-on or un-pausing jukeboxes.

REDUCES SERVICE CALLS, TECHNICAL DOWNTIME, AND CALLS TO TOUCHTUNES SUPPORT

Tempo gives you visibility into current and previous technical alerts, as well as jukebox connectivity history. This assists you with self-diagnosing technical problems, oftentimes before a venue has even called to request service. A suite of remote actions tools, hardware and music settings allows you to remotely address technical issues and facilitate everyday requests without running a service call.

IMPROVES EFFICIENCY & SAVE MONEY

Remote action tools reduce the need for in-person visits to locations. Remote action tools include: rebooting a jukebox, forcing a data call, un-pausing a jukebox, powering on a jukebox and managing the jukebox sound settings. You can remotely manage jukebox music settings and availability, including scheduling music filters, managing 1-credit favorites, and more. Settings can be managed on a single jukebox, a sub-set of jukeboxes, or across all jukeboxes.

EASY TO USE

Tempo boasts an intuitive, searchable Help section with a suite of FAQs and Training Videos powered by HelpShift, a provider that companies like Microsoft and Honeywell rely on for support. Along with contextual help throughout the site, these features make Tempo the easiest tool for you to learn and use.

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FEATURES

HOME

Live Route: See how many of your jukeboxes are Off, Paused, Offline, Idle or Playing. Clicking an item brings up a detail of jukeboxes with location information, time stamps and remote tool shortcuts when applicable.

Alerts: View a summary of all outstanding technical alerts, broken down by type. Clicking on an alert button brings up a detail of jukeboxes with alert information and time stamps. Further troubleshooting tips can be found by clicking an alert.

Revenue: View an at-a-glance overview of daily revenues for the last month, including quick link buttons to view detailed data in graph format or table format.

Cashbox: View an at-a-glance overview of current outstanding cash for each venue, since their last collection. Clicking the detail will show a report listing location information, last collection date and cash / mobile / credit card breakdowns to assist with collection management.

ROUTE

Overview: Similar to the Dashboard Route Report, view full details of all TouchTunes jukeboxes on your route, including collection and connection date, ID#, model type, software version and current status (Offline, Paused, etc.).

Plays: View plays at your location by type, including: Play Next, Favorites, MultiCredits and Source (Juke, Mobile, CMP).

Wireless: View ESN #s, start and end dates for all of your wireless device contracts billed through TouchTunes.

LOCATION

Summary: View live and historical revenue and plays reports.

Technical: View diagnostic alerts; hardware details and Remote Tool access; uptime, online and call window status.

Collection: View current, last, lifetime, and historical reporting.

Settings: Manage jukebox hardware, money, alert auto-activation and sound settings.

Info: View the location on a map, move or edit a location, update privacy, view location history and quickly add a location sub-user.

PROMOTE

Bar Rewards: Tempo Bar Rewards Summary allows you to see how many staff members have registered for Bar Rewards at each of your locations. So whether you're looking to onboard new venue staff or assist existing members, you can quickly and easily manage your Bar Rewards program right from Tempo.

MUSIC

Favorites: Manage 1-Credit Favorites playlist, view stats on song play, top songs, etc.; and "Quick Manage" your whole route with a few clicks.

Filters: Create & manage music filters per venue. Block or allow specific genres, styles, artists, albums or songs, filter explicit or edited content, and schedule filter sets for certain times of day.

Settings: Manage aux audio input and scheduling, music profiles and other settings; manage and schedule background music. Setting changes can easily be copied to other locations.

Morphing: Quickly change 1-credit Favorite content to a variety of TouchTunes mixes or other location's content.

Requests: Request songs or albums not currently available on the TouchTunes network, including local bands.

ACCOUNT

Profile: Manage your user credentials, personal & corporate profile

Users: Create "sub-users" to allow members of your staff, or location staff, limited access to Tempo functionality and locations (i.e. a technician that you don't want having access to invoices, a collector that you only want having access to a portion of your route or a location owner that wants direct control of their music).

Billing: Search and view music, parts and equipment invoices & credit memos.

Alerts: Set the frequency of a variety of technical alerts, and manage which email address(es) receive the alerts and when.

HELP

Contact: Find the phone number and email address to reach support.

FAQ: Search an intuitive and native help section with a suite of FAQs and training videos.

User Tour: View a quick walk-through to help navigate the main sections of Tempo.

Resources: Search and download sales forms, technical documentation, warranty info and TouchTunes marketing collateral.